

REFERENCE:	TSB: 08-018-24 REV. B GROUP: 08 - Electrical	Date:	May 11, 2024	REVISION:	08-018-24 REV. A
VEHICLES AFFECTED:	2022 - **2023** (LX) Chrysler 300 **This bulletin applies to vehicles built on or before October 09, 2023 (MDH 1009XX) equipped with a Deluxe Security Alarm (Sales Code LSD).**			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> Alarm going off randomly at night. Alarm going off at parking. Tilt function not working properly. 				
CAUSE:	Intrusion Transceiver Module (ITM) Software.				

This bulletin supersedes Technical Service Bulletin (TSB) 08-018-24 REV. A, date of issue February 01, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an additional model year, build date, updated Diagnosis statement and Repair Procedure step.

REPAIR SUMMARY:

This bulletin involves performing a Restore Vehicle Configuration and updating the ITM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-20-16-94	Module, Intrusion Transceiver - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

****If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.****

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the ITM with the latest available software. ****If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.****
2. Using the wiTECH, navigate to the Vehicle Preparations menu on the side bar under Activities.
3. Select and perform the routine "Restore Vehicle Configuration". Follow the on-screen instructions.
4. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
5. Turn the ignition OFF and remove the key from the ignition.
6. Lock and close all doors to allow the Vehicle Theft Security System (VTSS) to go from pre-arm to armed status and then wait one minute before proceeding.
7. Disarm the VTSS.
8. Clear all DTCs that may have been set in the ITM.

POLICY:

Reimbursable within the provisions of the warranty.

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